

Cloud9 Quick Start Guide

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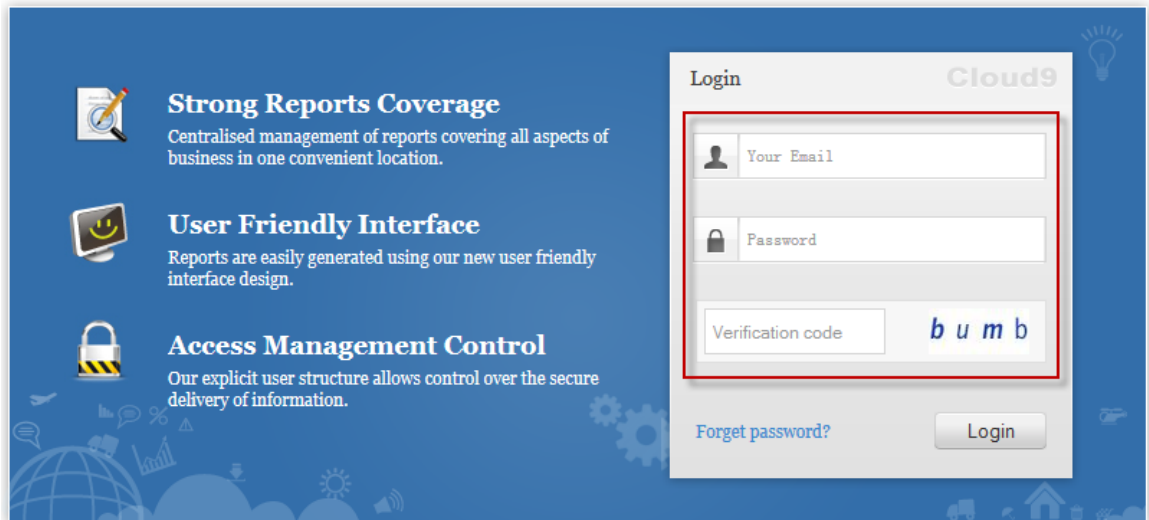
1. Create Merchant Account on Cloud9's website

1.1 Logon Cloud9's website as Dealer Admin

Click <https://www.c9pg.com/cloud9/web/>

Please input Your Email, Password, and Verification Code, then click Login button.

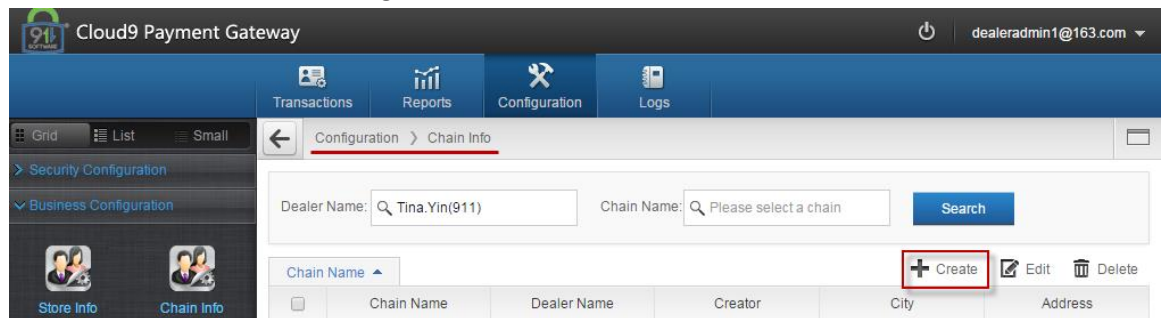
If your do Not have account, please contact 911software's support.



1.2 Create Chain (Optional)

1.2.1 Navigate to Configuration->Business Configuration->Chain Info

1.2.2 Click Create icon on the right



1.2.3 Please input the Chain Name, select the Dealer as mandatory fields. Please input the Address, Suite, City, State, Zip Code, Contact, Phone and Notes as optional fields. Then click Submit button.

Cloud9 Payment Gateway

Transactions | Reports | Configuration | Logs

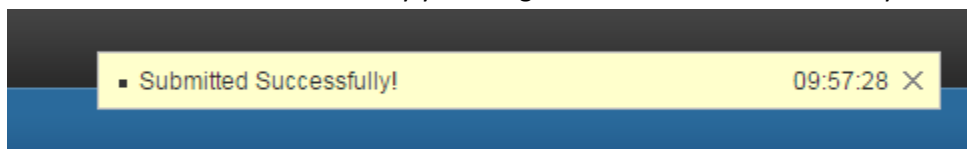
Grid | List | Small

Configuration > Chain Info > Add Chain

| | |
|--------------|---|
| * Chain Name | Fast Food Restaurant |
| * Dealer | Tina.Yin(911) |
| Address | 1730 S Federal HWY |
| Suite | #389 |
| City | BOCA RATON |
| State | FL |
| Zip Code | 33481 |
| Contact | Jim Min |
| Phone | 561-392-9606 |
| Notes | If you have any question please contact us. |

Submit | Cancel

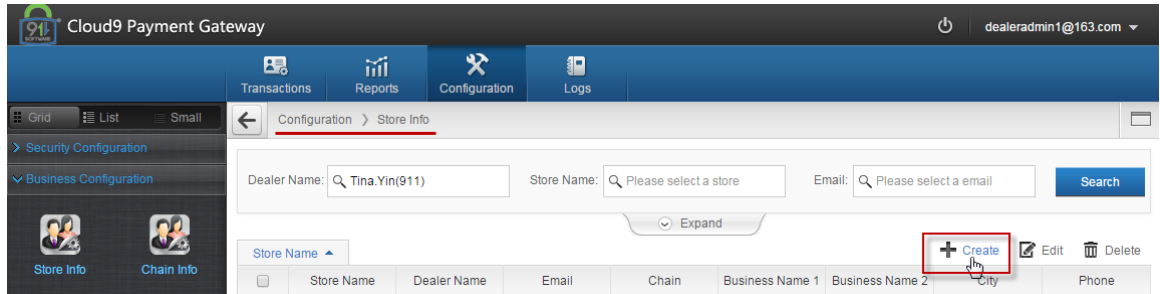
If the Chain is created successfully you will get the "Submitted Successfully" message.



1.3 Create Store

1.3.1 Navigate to Configuration->Business Configuration->Store Info

1.3.2 Click Create icon on the right



1.3.3 Please input the Store Name, Email, City and State, select the Dealer as mandatory fields. Please select Chain, input Business Name 1, Business Name 2, Address, Suite, Zip Code, Contact, Phone, and Notes as optional fields. Then click Submit button.



| | |
|-----------------|--|
| * Store Name | <input type="text" value="Store11"/> |
| * Email | <input type="text" value="store11@911software.com"/> |
| * Dealer | <input type="text" value="Tina.Yin(911)"/> |
| Chain | <input type="text" value="K.F.C"/> |
| Business Name 1 | <input type="text" value="HPS TEST"/> |
| Business Name 2 | <input type="text" value="TEST"/> |
| Address | <input type="text" value="1730 S Federal HWY"/> |
| Suite | <input type="text" value="#389"/> |
| * City | <input type="text" value="BOCA RATON"/> |
| * State | <input type="text" value="FL"/> |
| Zip Code | <input type="text" value="33481"/> |
| Contact | <input type="text"/> |
| Phone | <input type="text" value="561-392-9606"/> |
| Notes | <input type="text"/> |

Submit

Cancel

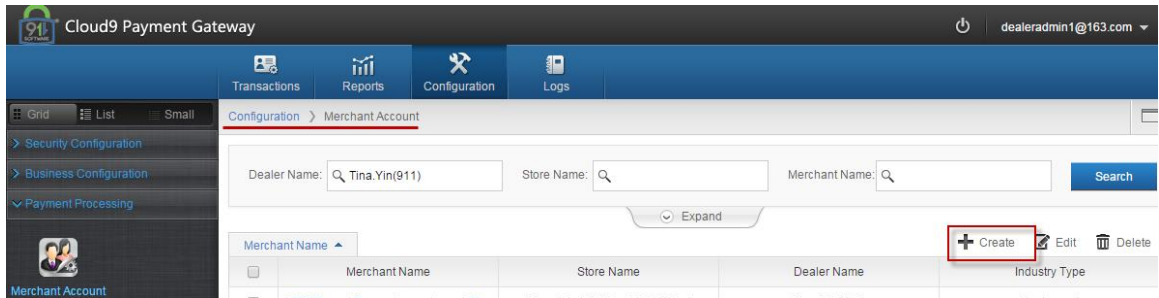
If the Store is created successfully you will get the “Submitted Successfully” message.



1.4 Create Merchant Account

1.4.1 Navigate to Configuration-> Payment Processing -> Merchant Account

1.4.2 Click Create icon on the right.



1.4.3 Click OK button on the popup page.




You must make a test deposit and confirm the funds arrival at the correct bank account. By clicking OK below, you acknowledge that you have or will have taken the necessary steps to make sure that the funds go to the correct bank account.



1.4.4 Please input the Merchant Name, select the Store, Industry Type and Credit Processor. Then click Processor Config button.

Processor Config



| | |
|--------------------|---|
| * Merchant Name | <input type="text" value="Merchant111 Using USAT as Processor"/> |
| * Dealer | <input type="text" value="Tina.Yin(911)"/> |
| * Store | <input type="text" value="Store11ForTina"/> |
| * Industry Type | <input type="text" value="Retail"/> |
| * Credit Processor | <input type="text" value="USAT"/> <input type="button" value="Processor Config"/>  |

1.4.5 Please enter the configuration info from USAT(the selected Processor). Then click Submit.

If you do NOT have the configuration info, please contact USAT(the selected Processor)'s support.

processor × Close

| Basic Information | |
|-------------------|---------------|
| Name | USAT |
| Capture | Host Capture |
| Support Industry | Retail |
| E2E Encryption | Not available |

| Detailed Information | |
|----------------------|-------------|
| * User Name | 9112...User |
| * Serial Number | K...001 |
| * Password | W...IT9 |

1.4.6 If you got the Submitted Successfully message, then click Submit button under the website.

eway

Submitted Successfully!

Transactions Reports Configuration Logs Billing

Configuration > Merchant Account

Processor Config Card Config

1 2

| | |
|--------------------|---|
| * Merchant Name | Merchant111 Using USAT as Processor |
| * Dealer | Q Tina.Yin(911) |
| * Store | Q Store11ForTina |
| * Industry Type | Retail |
| * Credit Processor | USAT Processor Config |
| Debit Processor | <input checked="" type="checkbox"/> Same As Credit <input type="text"/> |
| EBT Processor | <input checked="" type="checkbox"/> Same As Credit <input type="text"/> |
| Prepaid Processor | <input checked="" type="checkbox"/> Same As Credit <input type="text"/> |
| Gift Processor | <input checked="" type="checkbox"/> Same As Credit <input type="text"/> |
| Current Credit | 1800.00 |

Submit Cancel

1.4.7 Click Next.

Processor Config



| | |
|-------------------|-------------------------------------|
| Merchant Name | Merchant111 Using USAT as Processor |
| Industry Type | Retail |
| Credit Processor | USAT |
| Debit Processor | USAT |
| EBT Processor | USAT |
| Prepaid Processor | USAT |
| Gift Processor | USAT |

 Next

1.4.8 Please configure your accepted card type, then click Next.

Configuration > Cards Config

Processor Config 1 Card Config 2 Terminal Config 3

| Serial# | Card Type | Accepted |
|---------|-----------------|----------|
| 1 | VISA | YES |
| 2 | MasterCard | YES |
| 3 | AmericanExpress | YES |
| 4 | Discover/NOVUS | YES |
| 5 | DinersClub | YES |
| 6 | JCB | YES |
| 7 | EBT CashBenefit | NO |
| 8 | EBT FoodStamp | NO |
| 9 | Debit Card | NO |
| 10 | Prepaid Card | YES |
| 11 | Gift Card | YES |

Back Next

1.4.9 Please click Create icon on the right.

Configuration > Terminal Management

Processor Config 1 Card Config 2 Terminal Config 3

+ Create

| Edit | Delete | Serial# | Merchant Name | Gateway-MID | Gateway-TID | Device Number |
|------|--------|---------|---------------|-------------|-------------|---------------|
| | | | | | | |

Back Finish

1.4.10 Please input the Device Number then click Submit button.

If you have multiple POS terminal, you can create multiple Terminal with different Device Number, such as 001~009.

Add Terminal ✕ Close

Basic Information

* Device Number

1.4.11 Please record the Gateway-MID and Gateway-TID, then click Finish button. The Gateway-MID and Gateway-TID is used to configure CreditLine.

Configuration > Terminal Management

Processor Config Card Config Terminal Config

| Edit | Delete | Serial# | Merchant Name | Gateway-MID | Gateway-TID | Device Number |
|-------------------------------------|--------------------------|---------|-----------------------------------|-------------|--------------|---------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1 | Merchant1 Using USAT as Processor | 1000000035 | GT0000000186 | DeviceNo1 |

+ Create

Back Finish

2. Configure CreditLine.

2.1 Install CreditLine

Please download *CreditLine4.1.3Build1186.6SP3.exe* or newer version.

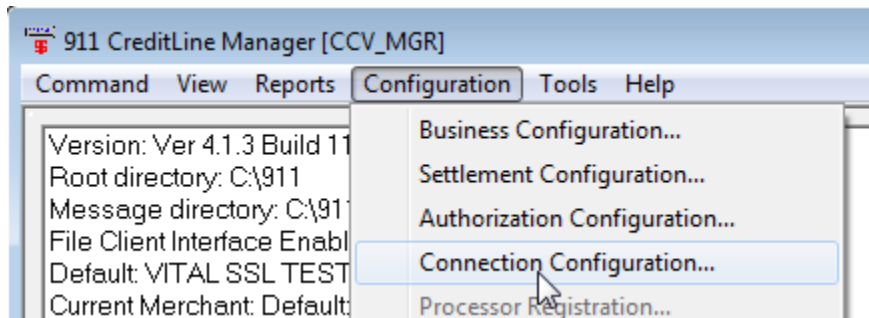
You can download the latest version on 911software's website:

<https://www.911software.com/downloads/>

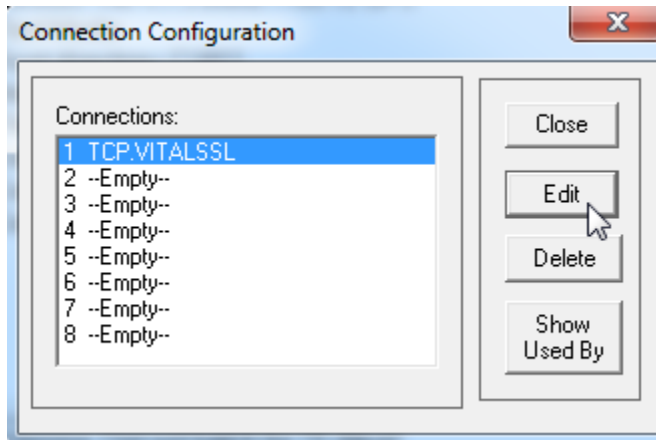
Install *CreditLine4.1.3Build1186.6SP3.exe*

2.2 CreditLine Settlement, Authorization and Connection Configuration

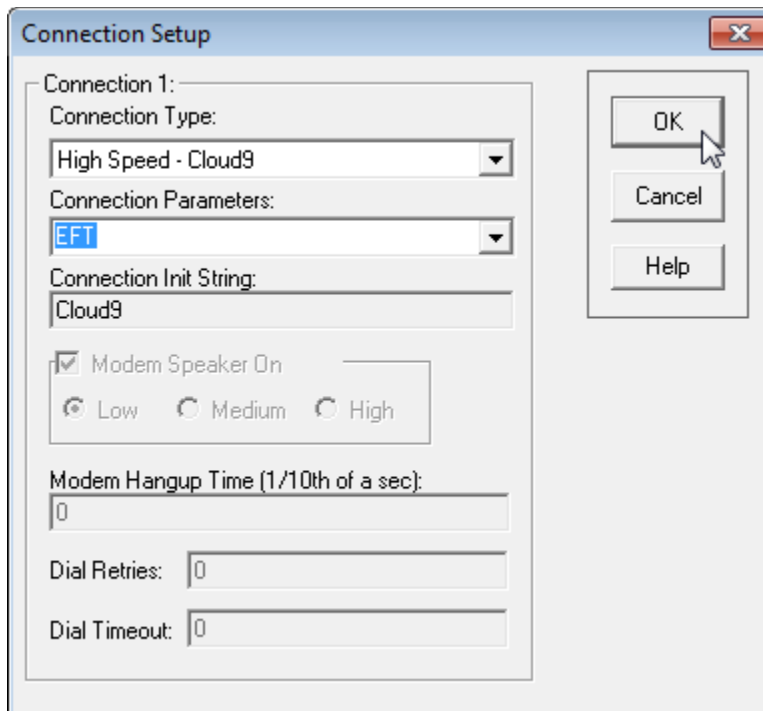
2.2.1 Please logon 911 CreditLine Manager then navigate to Configuration->Connection Configuration.



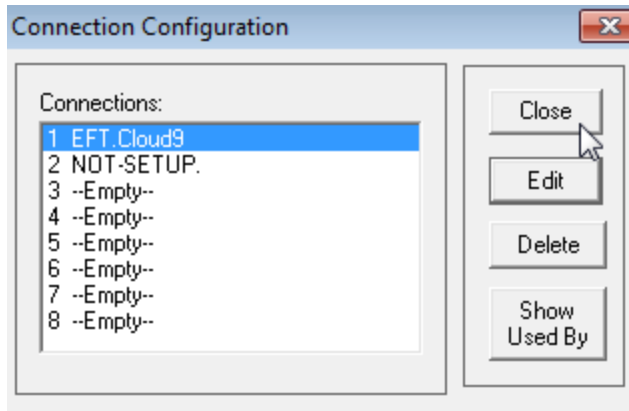
2.2.2 Click Edit.



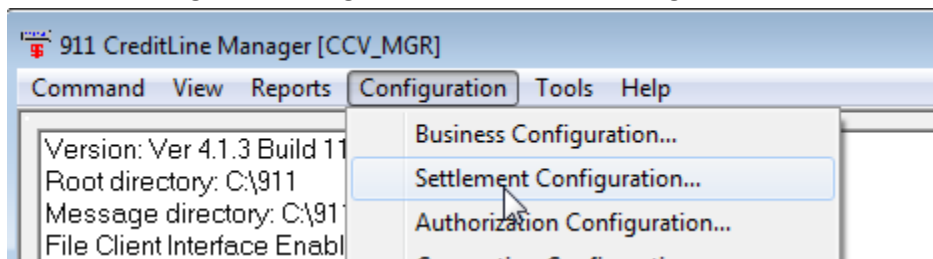
2.2.3 Select High Speed-Cloud9 as Connection type, select EFT as Connection Parameters, then click OK.



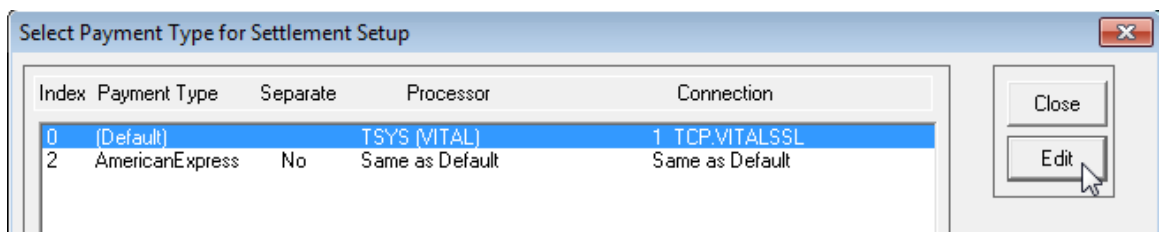
2.2.4 Click Close.



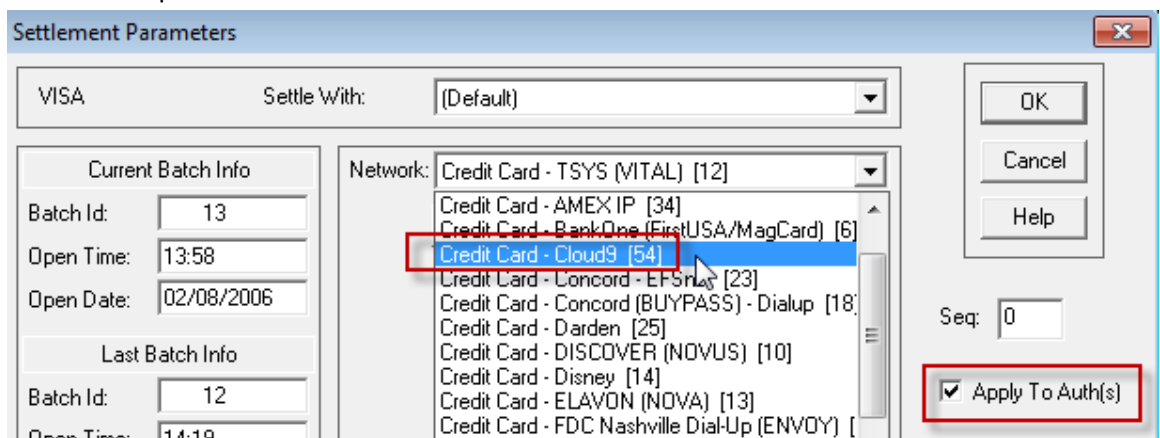
2.2.5 Then navigate to Configuration->Settlement Configuration.



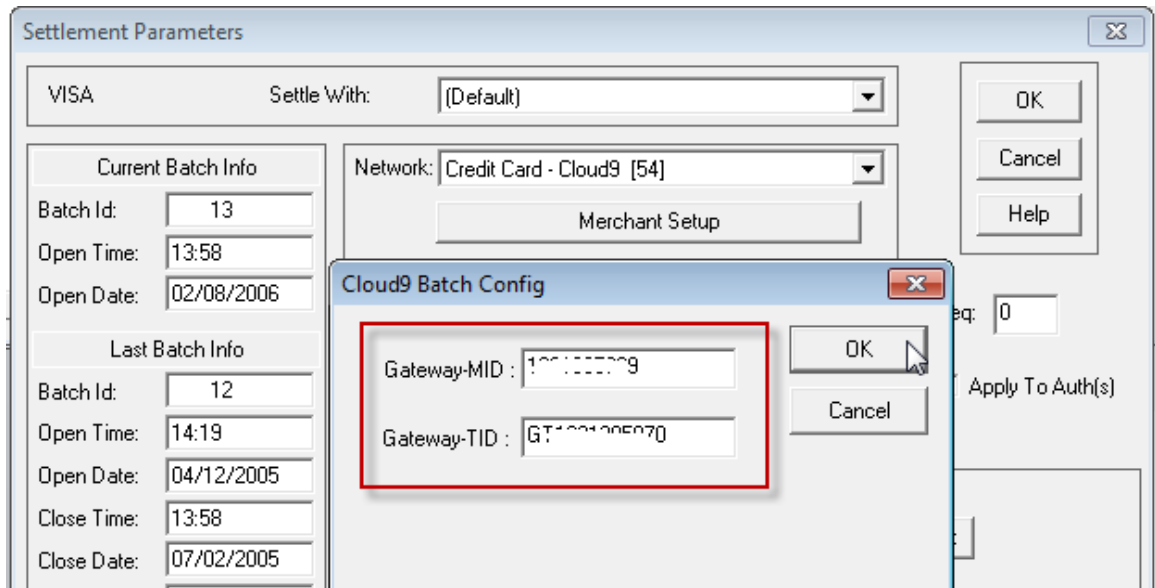
2.2.6 Click Edit



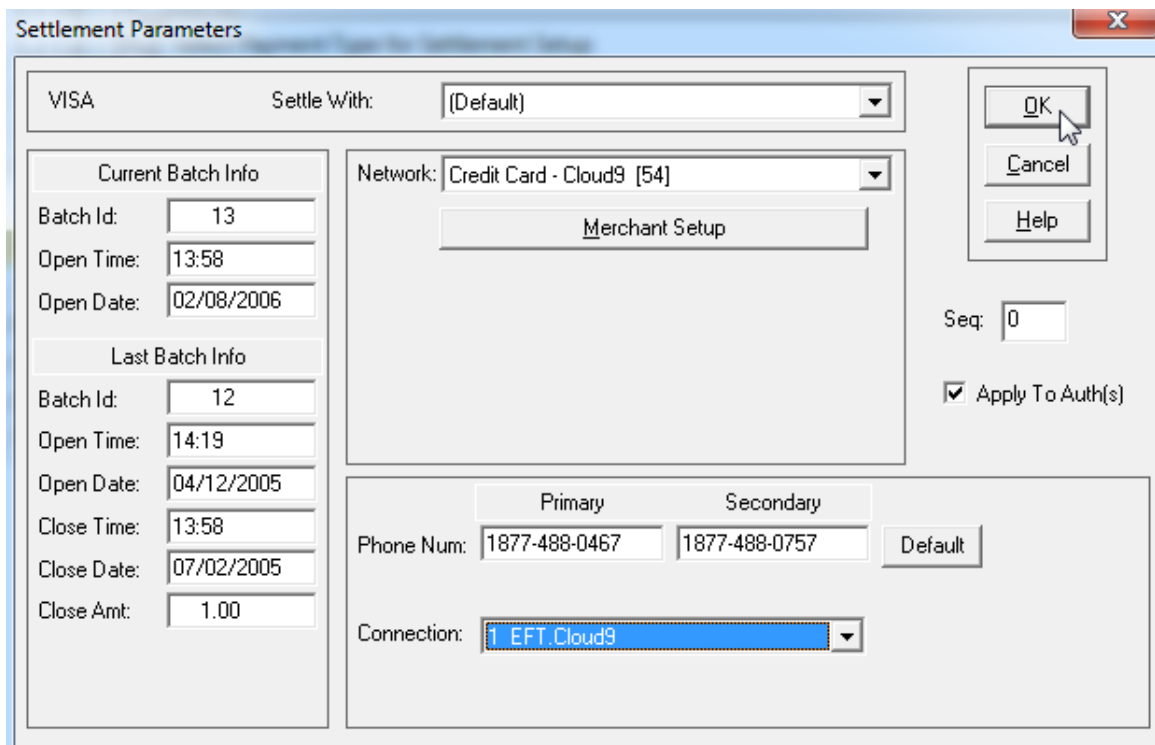
2.2.7 Ensure the Apply to Auth(s) is checked, then select Credit Card-Cloud9 in the Network drop-down box.



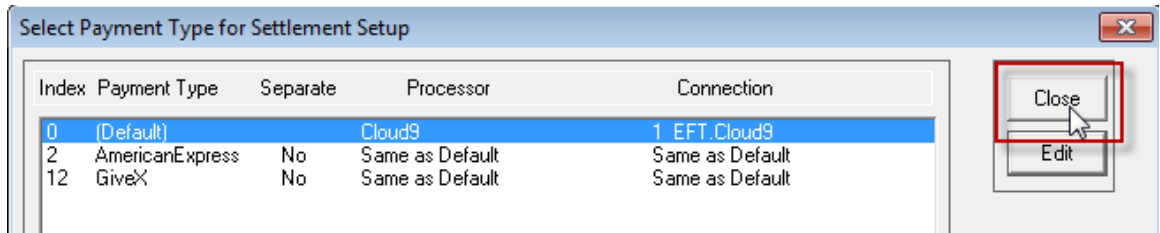
2.2.8 Please enter the Gateway-MID and Gateway-TID recorded in [1.4.11](#) then click OK.



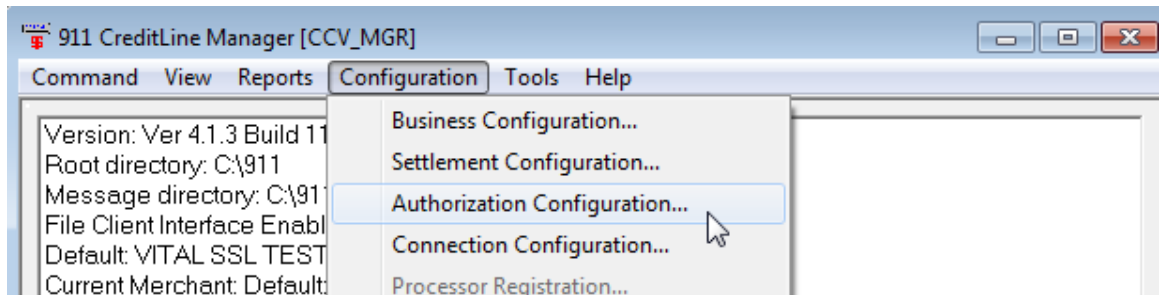
2.2.9 Ensure the Connection is EFT.Cloud9 then click OK.



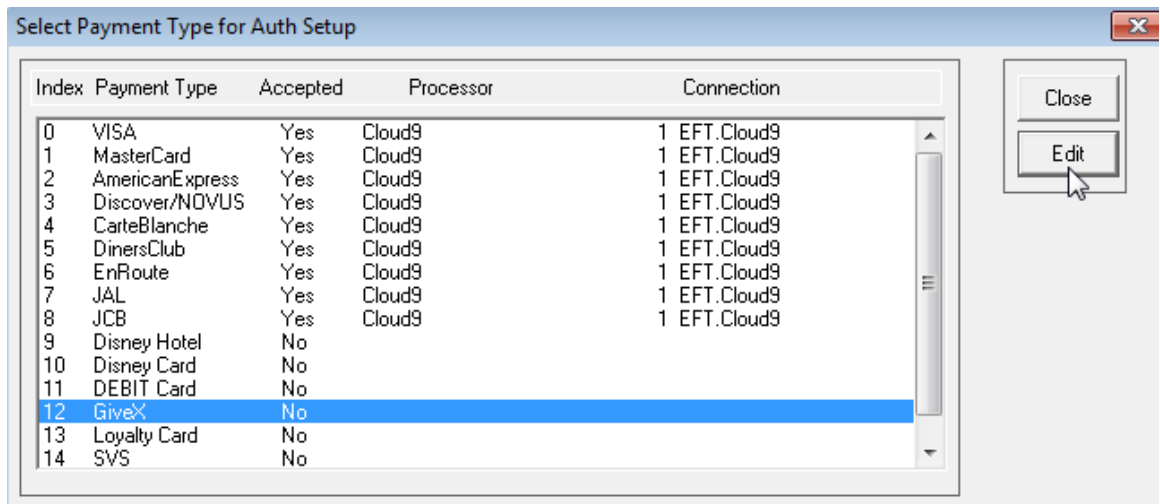
2.2.10 Click Close.



2.2.11 Navigate to Authorization Configuration.



2.2.12 Select Index12 then click Edit.



2.2.13 Please enter the Name, check the Card Is Accepted, input the Card Range and Len then select Gift Card-Cloud9 as Network.

Authorization Parameters

Name: Class:

Card Is Accepted
 Is Default for Class

CardRange:

| Low | High |
|--------|--------|
| 630000 | 639999 |

Modify Add Delete

Len:

Code:
 Check LRC
 Ignore Exp Date

Network:

- Debit Card - Chase Debit Canada
- Debit Card - ELAVON (NOVA) Debit
- Debit Card - FDC North (CES) Debit
- Debit Card - HPS Debit
- Debit Card - Moneris eSelect
- Debit Card - Paymentech (GENSAR)
- Debit Card - TSYS (VITAL) Debit
- Debit Card - WorldPay/RBSLynk Det
- Gift Card - (Local)
- Gift Card - Cloud9**
- Gift Card - FDC North Valueback Gift C
- Gift Card - Givex Gift Card
- Gift Card - HPS Gift
- Gift Card - Paymentech Gift Card
- Gift Card - SVS Gift Card - Dialup
- Gift Card - SVS Gift Card - IP
- Gift Card - Valutec Gift Card
- Gift Card - Vantiv/Fifth Third Bank Gll
- Gift Card - WorldPay/RBSLynk Gift
- Loyalty Card - Givex Loyalty

Line Dela
Tip Rate:

Primary Secondary

Phone Num: Default

Connection:

OK
Cancel
Help

Apply To All
 No Auth
 No Sale
 No Force
 No Credit
 No Chg Tip
 No Void

2.2.14 Input the Gateway-MID and Gateway-TID record in [1.4.11](#).

Authorization Parameters

Name: Class:

Card Is Accepted
 Is Default for Class

CardRange:

| Low | High |
|--------|--------|
| 630000 | 639999 |

Network:

Merchant Setup

OK
Cancel
Help

Apply To All
 No Auth
 No Sale
 No Force
 No Credit
 No Chg Tip
 No Void

Cloud9 Auth Config

Gateway-MID :

Gateway-TID :

OK
Cancel

2.2.15 Ensure the Connection is EFT.Cloud9 then click OK.

Authorization Parameters

Name: More Card
 Class: Gift Card

Card Is Accepted
 Is Default for Class

CardRange:
 Low High
 630000----639999

Line Delay: 5 Floor Limit:
 Tip Rate: Upper Limit: 0.00

Primary Secondary
 Phone Num: Default
 Connection: 1 EFT.Cloud9

Modify Add Delete
 Len: 19 0 0 0
 Code: GC
 Check LRC
 Ignore Exp Date

OK Cancel Help
 Apply To All
 No Auth
 No Sale
 No Force
 No Credit
 No Chg Tip
 No Void

2.2.16 Click Close.

Select Payment Type for Auth Setup

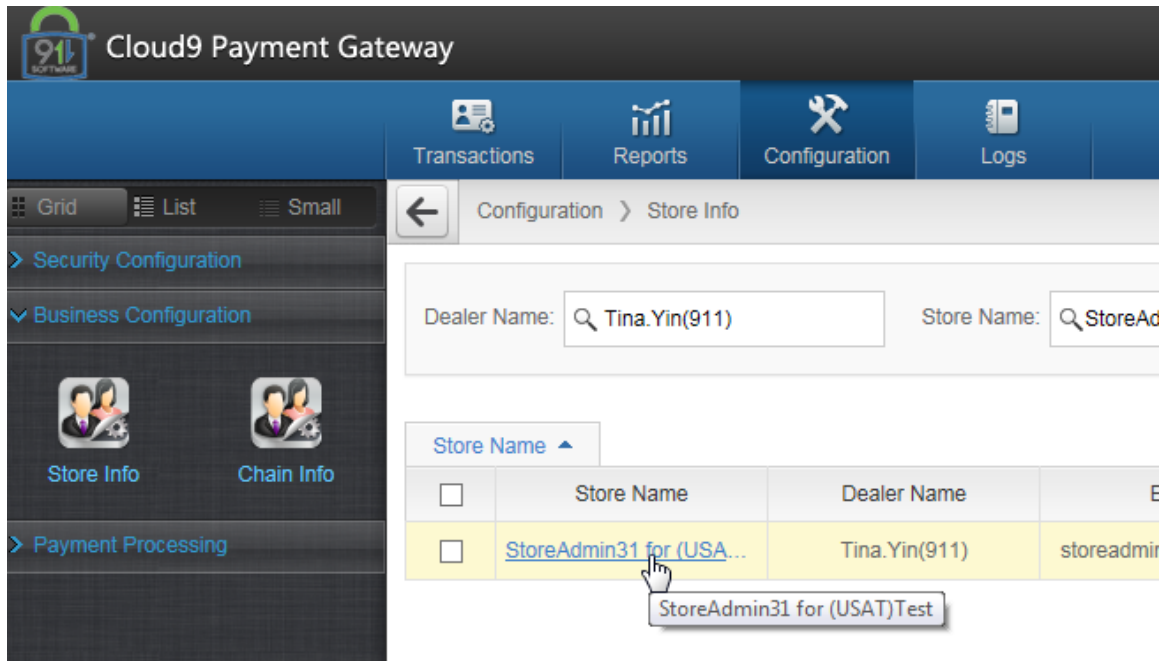
| Index | Payment Type | Accepted | Processor | Connection |
|-------|-----------------|----------|-----------|--------------|
| 0 | VISA | Yes | Cloud9 | 1 EFT.Cloud9 |
| 1 | MasterCard | Yes | Cloud9 | 1 EFT.Cloud9 |
| 2 | AmericanExpress | Yes | Cloud9 | 1 EFT.Cloud9 |
| 3 | Discover/NOVUS | Yes | Cloud9 | 1 EFT.Cloud9 |
| 4 | CarteBlanche | Yes | Cloud9 | 1 EFT.Cloud9 |
| 5 | DinersClub | Yes | Cloud9 | 1 EFT.Cloud9 |
| 6 | EnRoute | Yes | Cloud9 | 1 EFT.Cloud9 |
| 7 | JAL | Yes | Cloud9 | 1 EFT.Cloud9 |
| 8 | JCB | Yes | Cloud9 | 1 EFT.Cloud9 |
| 9 | Disney Hotel | No | | |
| 10 | Disney Card | No | | |
| 11 | DEBIT Card | No | | |
| 12 | More Card | Yes | Cloud9 | 1 EFT.Cloud9 |
| 13 | Loyalty Card | No | | |

Close Edit

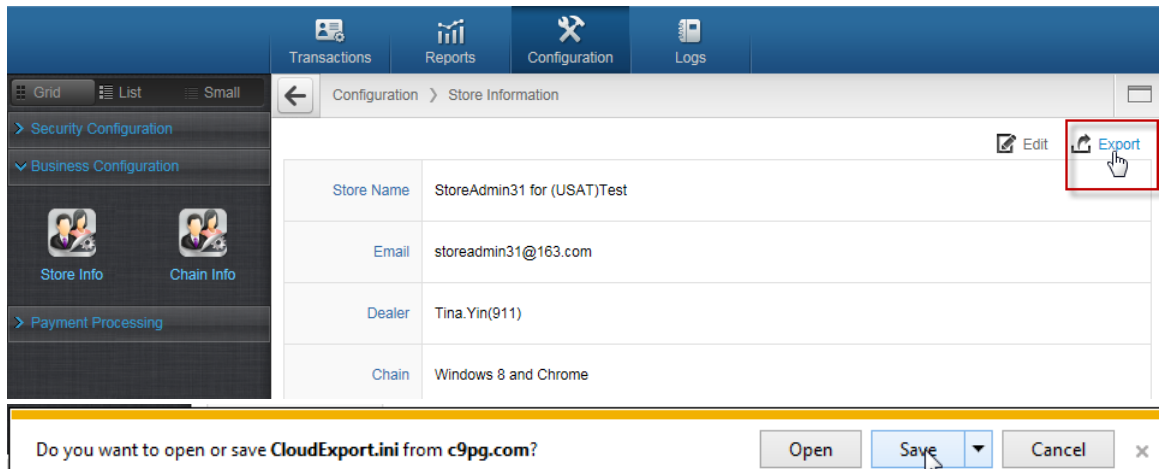
2.3 CreditLine Business Configuration

2.3.1 Logon Cloud9' website as Dealer Admin or Store Admin, then navigate to Configuration->Business Configuration->Store Info.

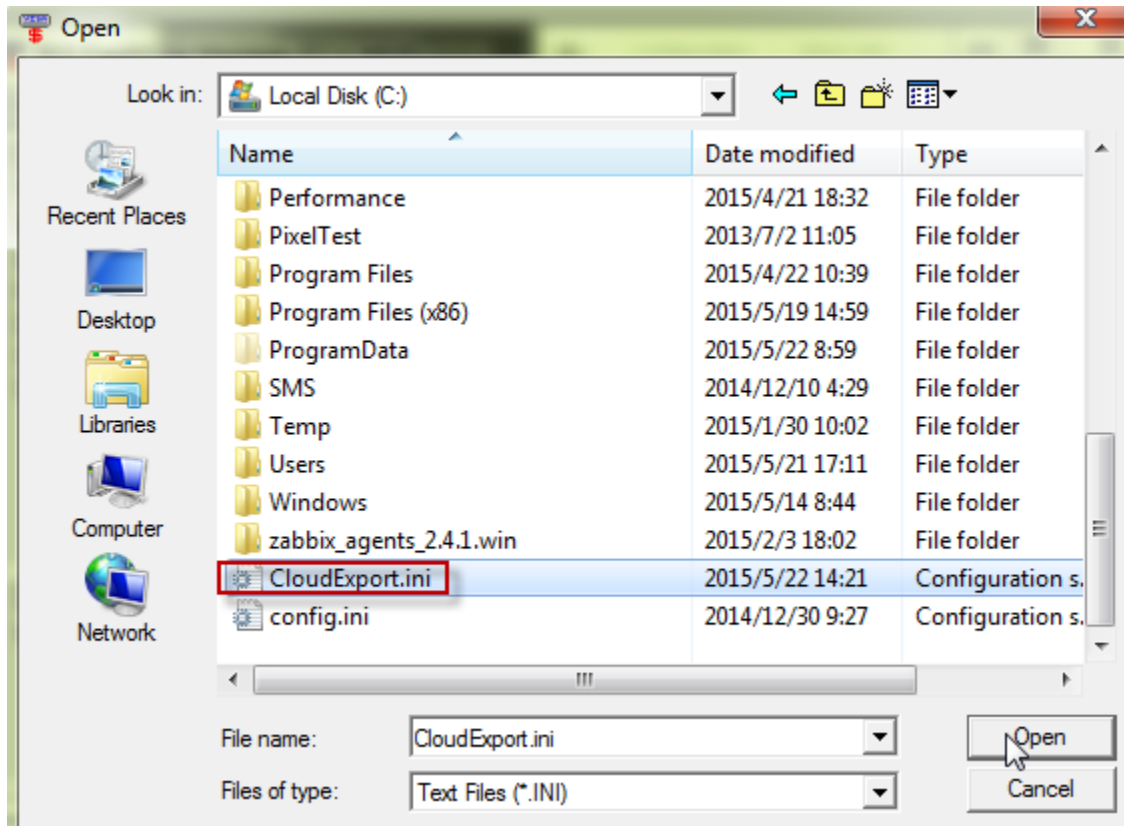
2.3.2 Click the store name.



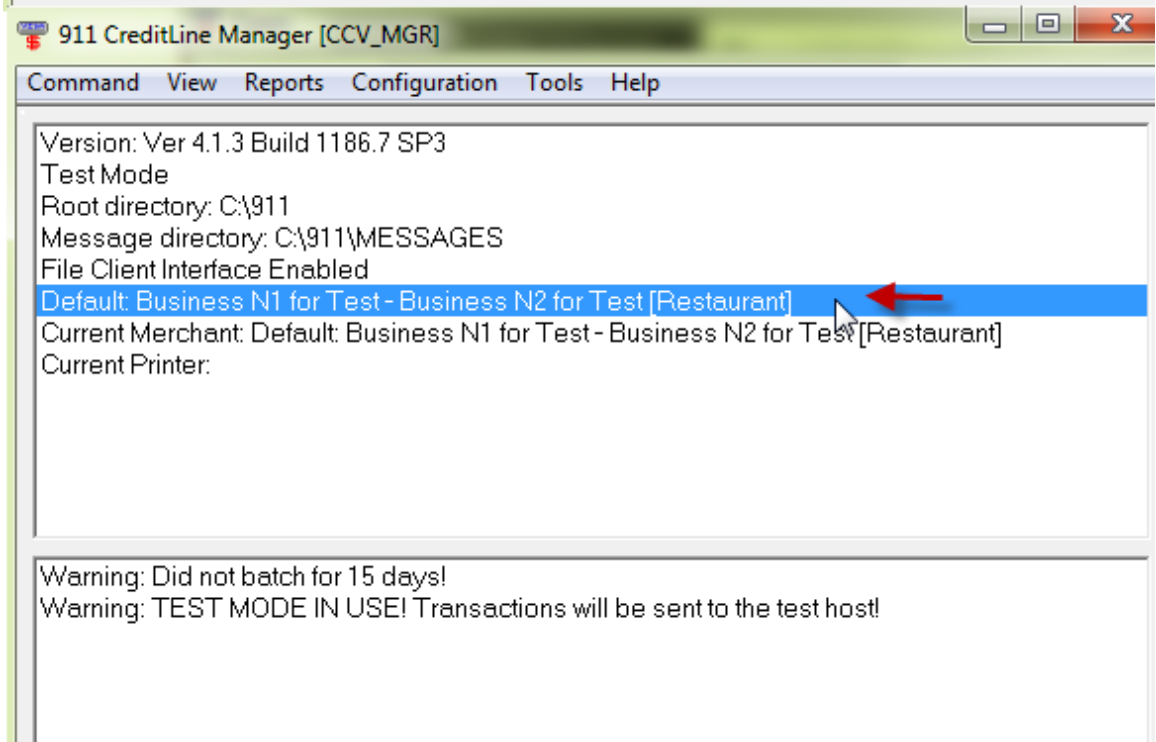
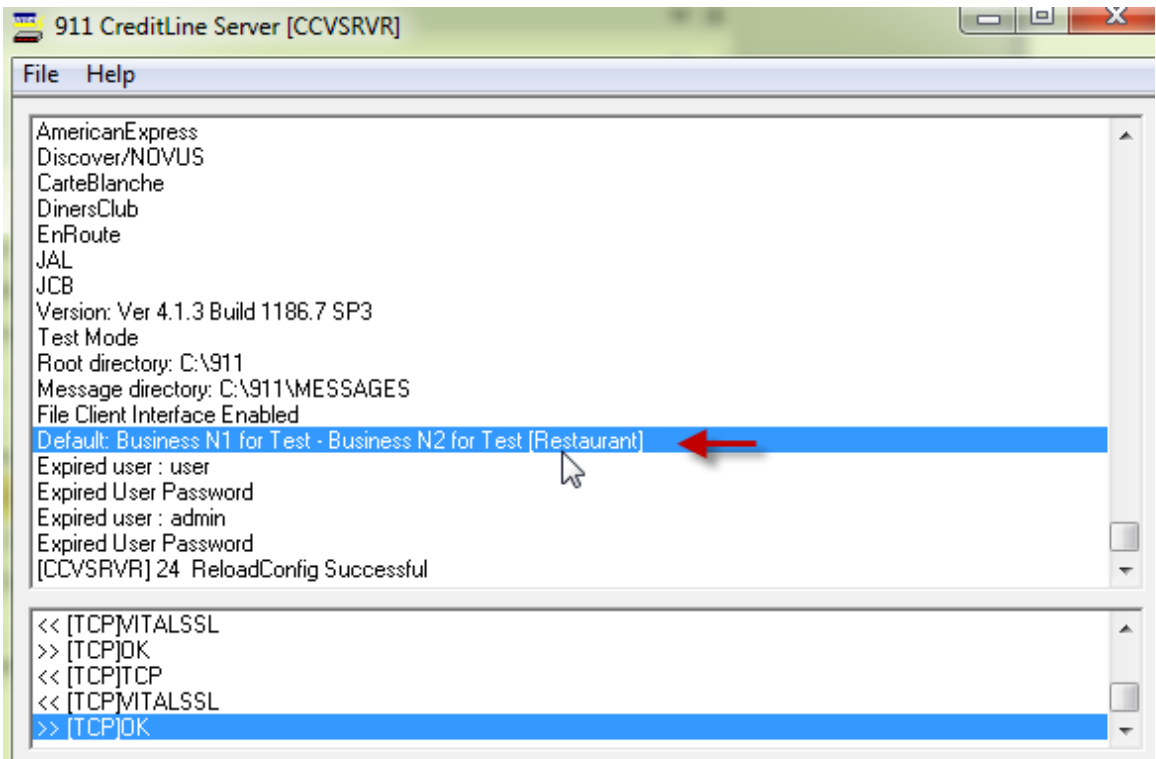
2.3.3 Click Export on the right and save the export file.



2.3.4 Logon CreditLine Manager then click Tools->Import Configuration, then browse the exported file in step 2.3.3 to import the file.



2.3.5 You can see the business info has been updated.



3. Integrate your POS with CreditLine as before.

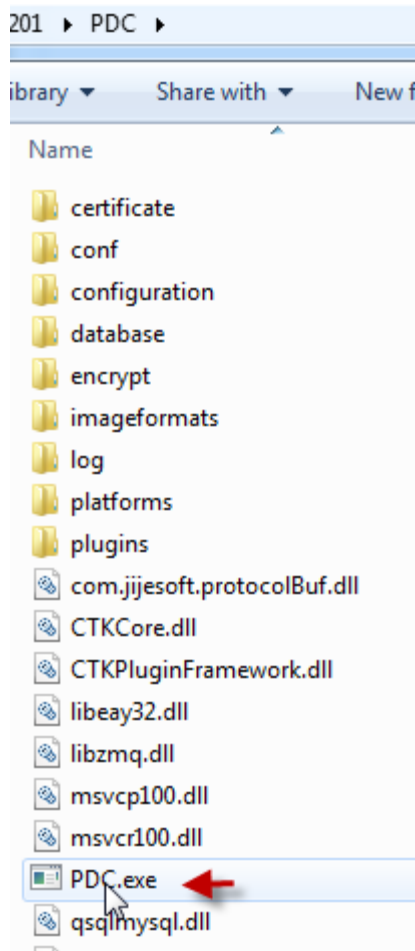
4. Configure and Run the Cloud9's PDC(Payment Device Controller).

4.1 Please download the latest Cloud9's PDC:

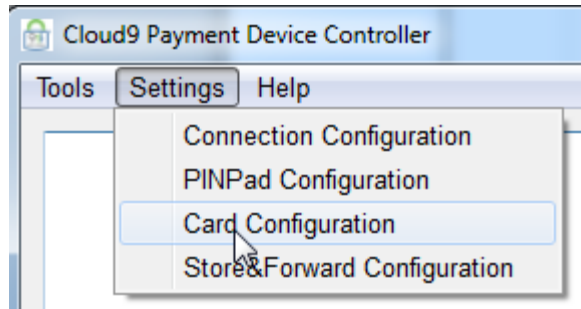
<http://www.911software.com/files/Cloud9/PDC/>

4.2 Copy the install file to the client machine.

4.3 Double click ... \PDC\PDC.exe

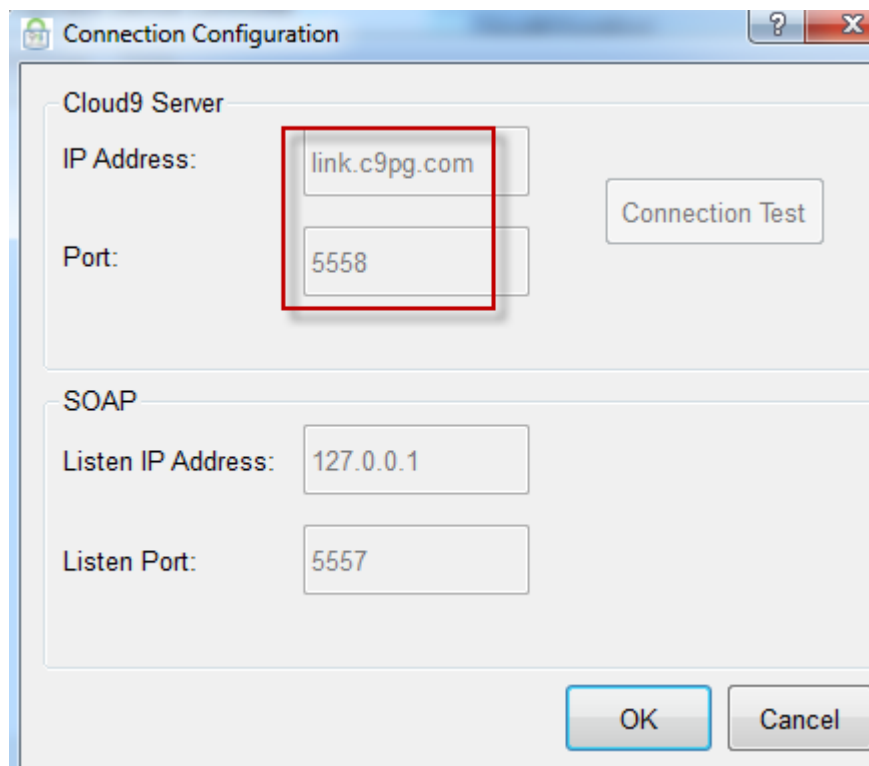


4.4 Configure the Card if you need.



4.5 Ensure Cloud9's PDC is running.

Ensure the PDC's machine can access Cloud9 Server(link.c9pg.com). If you turn on your firewall, please add port 5558 to exception.

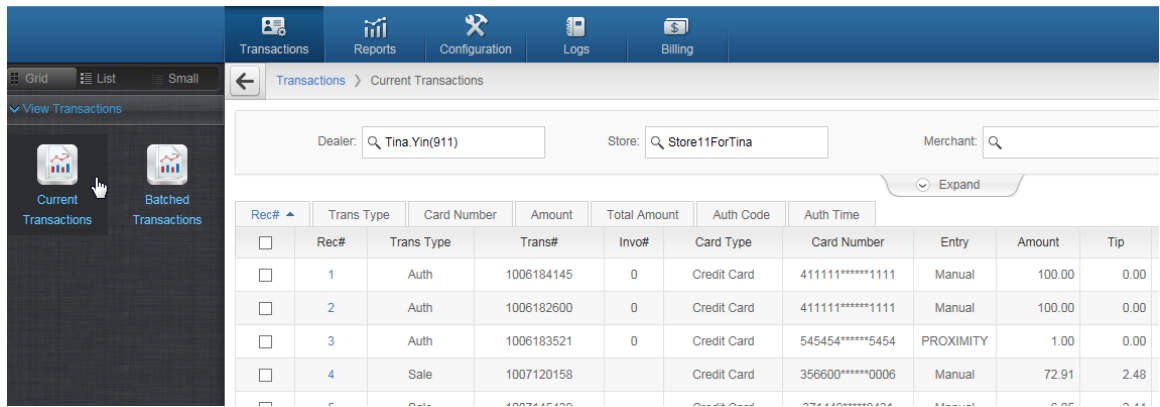


Then do some transactions.

5. Check the Report.

Logon Cloud9's website as Dealer admin, Dealer user, Store admin or Store user.

Then navigate to Transactions->Current Transactions to view the transactions in [4.5](#)



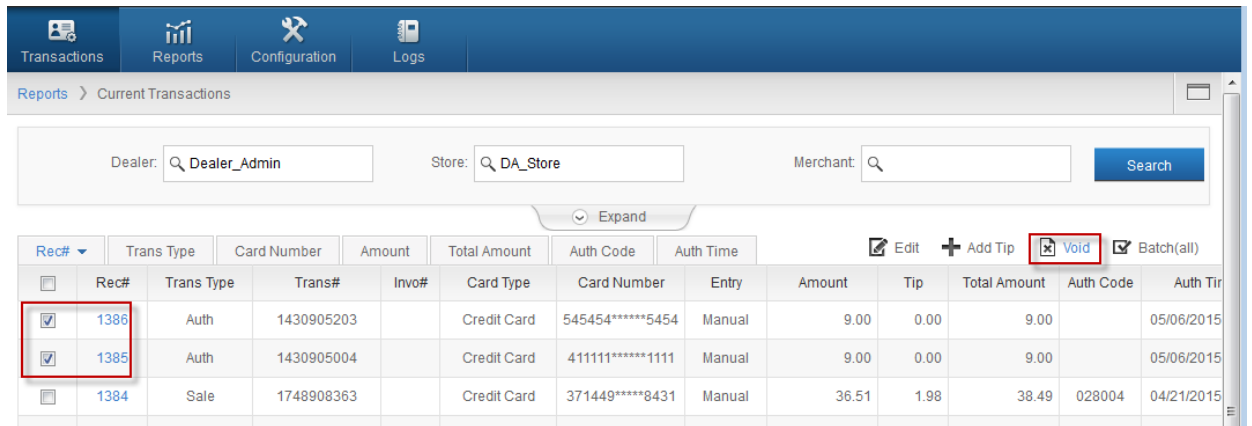
6. The operations of the transactions on website.

Logon Cloud9's website as Store Admin and navigate to Transactions->Current Transactions.

Note: USAT not support "Edit", "Add Tip", "Batch" operation, if you click these icon you will get the message "Submit failed.Reason:This kind of transaction is not allowed."

The "Void" operation is supported, the following is the steps to void the transactions:

6.1 Select the transactions you want to void and then click Void on the right.



6.2 Click OK on the popup page.

eway DA_Store@163.com

Transactions Reports Configuration Logs

Reports > Current Transactions

Dealer: Dealer_Admin Store: DA_Store Merchant: Search

Expand

| Rec# | Trans Type | Card Number | Amount | Total Amount | Auth Code | Auth Time | | | | | | |
|-------------------------------------|------------|-------------|------------|--------------|-------------|-----------------|--------|-------|------|-------|--------|------------|
| <input checked="" type="checkbox"/> | 1386 | Auth | 1430905203 | | Credit Card | 545454*****5454 | Manual | 9.00 | 0.00 | 9.00 | | 05/06/2015 |
| <input checked="" type="checkbox"/> | 1385 | Auth | | | | | | 9.00 | 0.00 | 9.00 | | 05/06/2015 |
| <input type="checkbox"/> | 1384 | Sale | | | | | | 36.51 | 1.98 | 38.49 | 028004 | 04/21/2015 |
| <input type="checkbox"/> | 1383 | Sale | | | | | | 92.04 | 2.57 | 94.61 | 191237 | 04/21/2015 |
| <input type="checkbox"/> | 1382 | Sale | | | | | | 31.07 | 1.72 | 32.79 | 959903 | 04/21/2015 |
| <input type="checkbox"/> | 1381 | Sale | | | | | | 56.58 | 3.83 | 60.41 | 821931 | 04/21/2015 |
| <input type="checkbox"/> | 1380 | Sale | | | | | | 66.52 | 2.69 | 69.21 | 804403 | 04/21/2015 |

System Message Close

The 2 selected records will be submitted,
Do you want to continue?

6.3 If void transactions successfully, you will get the message "Submitted Successfully".

eway DA_Store@163.com

Submitted Successfully! 14:54:30 X

Transactions Reports Configuration Logs

Reports > Current Transactions

Dealer: Dealer_Admin Store: DA_Store Merchant: Search

Expand

| Rec# | Trans Type | Card Number | Amount | Total Amount | Auth Code | Auth Time | | | | | | |
|--------------------------|------------|-------------|------------|--------------|-------------|-----------------|--------|-------|------|-------|--------|------------|
| <input type="checkbox"/> | 1386 | Auth(Void) | 1430905203 | | Credit Card | 545454*****5454 | Manual | 9.00 | 0.00 | 9.00 | | 05/06/2015 |
| <input type="checkbox"/> | 1385 | Auth(Void) | 1430905004 | | Credit Card | 411111*****1111 | Manual | 9.00 | 0.00 | 9.00 | | 05/06/2015 |
| <input type="checkbox"/> | 1384 | Sale | 1748908363 | | Credit Card | 371449*****8431 | Manual | 36.51 | 1.98 | 38.49 | 028004 | 04/21/2015 |